

Resource Guide

Agency	Responsibilities	Contact Information
Adult Protective Services (APS)	Assists elderly and dependent adults, investigates reports of physical, emotional and/or financial abuse.	To locate APS in your County, see listing in the white pages of your telephone directory under "County Government."
CA Board of Accountancy	Licenses & Regulates: <ul style="list-style-type: none"> • Certified Public Accountants • Public Accountants • Accounting Firms 	(916) 263-3680 www.dca.ca.gov/cba
CA Department of Consumer Affairs	Licenses & Regulates: various professions including doctors, dentists, contractors, funeral and cemetery providers, auto repair technicians and repair shops, and cosmetologists.	Toll-Free 1-800-952-5210 www.dca.ca.gov Privacy Protection/Identity Theft Toll-Free 1-866-785-9663 www.privacy.ca.gov Cemetery & Funeral Bureau (916) 574-7870
CA Department of Corporations	Licenses & Regulates: broker-dealers, investment advisors; securities, franchises, off-exchange commodities; independent escrow agents; consumer and commercial finance lenders, mortgage bankers, and check sellers.	SAIF (Seniors Against Investment Fraud); TAPS (Troops Against Predatory Scams) programs; and public inquiries Toll-Free 1-866-ASK-CORP (1-866-275-2677) TTY 1-800-735-2922 www.corp.ca.gov
CA Department of Health Services	Licenses & Regulates: various public health and medical care services, including Medi-Cal, nursing homes, and long-term care.	Medi-Cal Fraud Toll-Free 1-800-822-6222 www.stopmedi-cal-fraud.dhs.ca.gov Nursing Home Complaints Toll-Free 1-800-236-9747 Partnership for Long-Term Care Toll-Free 1-800-227-3445 www.dhs.ca.gov
CA Department of Insurance	Licenses & Regulates: insurance agents and brokers, insurance company financial profiles, viatical settlements and annuities.	Toll-Free 1-800-927-HELP (1-800-927-4357) www.insurance.ca.gov

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CA Department of Justice–Office of the Attorney General	Oversees charities and commercial fundraisers, medical fraud, sweepstakes, mail fraud, and identify theft.	Toll-Free 1-800-952-5225 www.caag.state.ca.us Identity Theft Victims Toll-Free 1-888-880-0240
CA Department of Real Estate (DRE)	Licenses & Regulates: real estate brokers, real estate salespersons, and real estate mortgage lender/broker activities.	(559) 445-5009 Fresno (213) 620-2072 Los Angeles (510) 622-2552 Oakland (619) 525-4192 San Diego www.dre.ca.gov
CA Department of Social Services	Provides information about social services, including cash aid, food, transportation, housing, health, residential care, day care, foster care, adoption, disaster services, refugee services, and in-home care.	Elder Abuse Complaints Toll-Free 1-800-722-0432 www.dss.cahwnet.gov
CA Department of Veterans Affairs	Provides benefits and services to CA veterans, including benefits to dependents and survivors.	Toll-Free 1-800-952-5626 www.cdva.ca.gov
CA Medical Board	Inquiries or complaints regarding physicians.	Toll-Free 1-800-633-2322 www.medbd.ca.gov
CA State Contractors Licensing Board	Licenses & Regulates: 43 classifications of contractors and home improvement sales.	Toll-Free 1-800-321-2752 www.cslb.ca.gov
Consumer Credit Reporting – “Opt-Out”	Information to remove your name from lists used by creditors and insurers to make offers of credit or insurance.	Toll-Free 1-888-567-8688 TDD 1-877-730-4105 www.optoutprescreen.org
Elder Financial Protection Network (EFPN)	A coalition of financial institutions, law enforcement and social service agencies committed to preventing financial abuse of the elderly and dependant adults.	San Francisco, CA (415) 897-9555 www.bewiseonline.org
Eldercare Locator Service	Provides nationwide assistance to help older persons, their families, and caregivers, and referrals to local agencies.	Toll-Free 1-800-677-1116 www.eldercare.gov

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Medicare	For full description see U.S. Dept. of Health & Human Services listing below.	Medicare Information Hotline Toll-Free 1-800-633-4227
National Association of Securities Dealers (NASD)	Licenses & Regulates: individuals and firms dealing in securities, establishes rules, and conducts audits. Also regulates equities, bonds, securities futures and options.	Toll-Free 1-800-289-9999 www.nasdr.com
National Center on Elder Abuse (NCEA)	Information and links to services and information on crimes against the elderly, including financial exploitation.	(202) 898-2586 www.elderabusecenter.org
National Center for Victims of Crime	Provides national advocacy for victims of all crimes. Informative brochures and hotline numbers available.	Toll-Free 1-800-394-2255 www.ncvc.org
National Foundation for Credit Counseling	Assists with credit problems and creditors.	Toll-Free 1-800-388-2227 www.nfcc.org
Phone Busters – Canadian Anti-Fraud Call Center	Report Canadian lottery scams, identity theft, and telemarketing crimes. Ontario Police refer calls to law enforcement.	Toll-Free 1-888-495-8501 www.phonebusters.com
Privacy Rights Clearinghouse	Information on privacy issues and identity theft.	(619) 298-3396 www.privacyrights.org
Senior Legal Hotline	Provides seniors (over age 60) with fast, accurate advice on any legal subject (by phone and internet) and makes referrals.	Legal Assistance Toll-Free 1-800-222-1753 Other (not legal) (916) 551-2145 www.seniorlegalhotline.org
State Bar of California	Information on finding an attorney, filing a complaint against an attorney, reimbursement for attorney misconduct, and referrals for making a simple will.	License Verification & Complaints Toll-Free 1-800-843-9053 Senior Information Hotline Toll-Free 1-888-460-7364 www.calbar.ca.gov
U.S. Department of Health & Human Services	Report fraud, waste or abuse, including Medicare, child support, and food stamps, and complaints about employees and contractors. Info about Medicare and up-to-date information regarding the health plans in your area.	Fraud Hotline Toll-Free 1-800-447-8477 www.oig.hhs.gov Medicare Information Hotline Toll-Free 1-800-633-4227 www.medicare.gov

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U.S. Department of Veterans Affairs	Provides benefits and services to U.S. veterans, including dependents and survivors.	VA Benefits Toll-Free 1-800-827-1000 TDD 1-800-829-4833 www.va.gov
U.S. Federal Trade Commission (FTC)	Consumer Protection: abusive lending, truth in lending, credit cards, identity theft, franchises, businesses, telemarketing, funerals and cemeteries.	Toll-Free 1-877-FTC-HELP (1-877-382-4357) www.ftc.gov
Identity Theft Hotline	Information to help identity theft victims resolve financial and other problems, and file complaints.	Toll-Free 1-877-438-4338 www.consumer.gov/idtheft
"Do Not Call" Registry	Register phone numbers to reduce telemarketing.	Toll-Free 1-888-382-1222 TTY 1-866-290-4236 www.donotcall.gov
CAN-SPAM	Report spam emails.	spam@uce.gov
U.S. Internal Revenue Service (IRS)	Information on legitimate charities, tax-related fraud schemes, fraudulent federal tax returns, and other information.	Hotline for Charities Information Toll-Free 1-877-829-5500 Hotline for Tax Fraud Reporting Toll-Free 1-800-829-0433 www.irs.gov
U.S. Postal Service (USPS) Inspector General	Investigates identity theft involving the U.S. mail: if mail was stolen, your mailing address was fraudulently changed, or U.S. mail was used in an identity theft scheme.	Toll-Free 1-800-654-8896 www.usps.gov
U.S. Securities and Exchange Commission (SEC)	Regulates: national securities exchanges (e.g. NYSE and NASDAQ), investment companies (e.g. mutual funds), investment advisors (managing over \$25M in client assets).	Toll-Free 1-800-732-0330 www.sec.gov
U.S. Social Security Administration	Provides economic protection for all Americans, social security information, fraud prevention related to social security.	Information on Earnings/Benefit Status Toll-Free 1-800-772-1213 TDD 1-800-325-0778 Report Social Security Fraud Toll-Free 1-800-269-0271 www.ssa.gov